PATENT 10/006,004

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

: Before the Examiner: In re application of Marie C Ubiles Michael Wayne Brown, et al. Serial No.: 10/006,004 : Group Art Unit: 2642 Confirmation Number: 3008 : Intellectual Property Law Department Filed: 12/03/2001 : International Business Machines Corp. Title: VOICE BROWSING WHILE : 11400 Burnet Road WAITING IN A HOLD QUEUE : Austin, Texas 78758

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on 8/9/2004

Amy Pattillo	
Can h_	8/9/2004
Signature	Date

REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

Mail Stop Box Non-Fee Amendment (Pats) Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

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A. INTRODUCTORY COMMENTS

Applicants appreciate the telephone conference provided by Examiners Ubiles and Matar. Responsive to the Office Action of May 10, 2003, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

Amendments to the Specification begin on page 3.

Amendments to the Claims begin on page 4.

Arguments begin on page 12.